

AGENCY STRATEGIC PLAN

FOR THE FISCAL YEARS

2003 - 2007



STATE BOARD OF COLLECTION AGENCIES

FUNCTIONAL AREA: ECONOMIC DEVELOPMENT

AGENCY STRATEGIC PLAN APPROVAL FORM

FOR THE FISCAL YEARS

2003 - 2007

Peggy Matson
Director

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STRATEGIC PLAN

Agency Name	State Board of Collection Agencies
Agency Mission Statement: To protect the public welfare by establishing and maintaining a high standard of integrity in the professions of collection agencies and check cashing companies.	

AGENCY GOAL 1:

To regulate the operations of collection agencies and check cashing companies in the State of Arkansas.

STRATEGIC PLAN

Agency Name		State Board of Collection Agencies
Program		State Board of Collection Agencies Operations
Program Authorization		ACA 17-24-201
Program Definition:		The State Board of Collection Agencies provides staff support for carrying out the duties of the Board. Those duties include: 1. Administration of a written examination for proposed managers of collection agencies. 2. Determination of whether applicants are qualified for licensure. 3. Issuance of licenses 4. Collection of fees. 5. Investigation of alleged violations. 6. Auditing check cashing companies to ascertain if they are in compliance with the applicable law.
Funds-Center Code:	<u>XXX</u>	
AGENCY GOAL(S) #	1	
Anticipated Funding Sources for the Program:		Cash Funds

GOAL 1: (Sub-Funds Center Code: XXXGOAL1)

To license and register firms that meet the minimum requirements to operate collection agencies and check cashing companies; to protect the public from illegal, incompetent, unethical and unprofessional companies.

OBJECTIVE 1: (Sub-Funds Center Code: XXXG1OBJ1)

To examine, license and register all individuals and entities who are appropriately qualified to operate collection agencies or check cashing companies and resolve complaints of unlawful or unethical practices in a timely manner.

STRATEGY 1: (Sub-Funds Center Code: XXX)

The State Board of Collection Agencies will maintain one office to provide the necessary staff support to meet its objective.